

**Title:** Elevator Outage and Maintenance Notice Communication  
**Department:** Engineering Services  
**Effective Date:** August 6, 2023

### **PURPOSE**

To outline the internal process by which Engineering Services communicates internally and with AMTECH and building occupants regarding elevator outages and service.

### **RESPONSIBILITY**

Unless otherwise noted, all parts of the processes herein are the responsibility of PPM Engineering Services.

### **PROCEDURES**

#### **I. Unplanned Outages**

PPM Work Control Center (WCC) is notified of an unplanned elevator outage from any source:

#### ***During Regular Business Hours (7:00am – 5:00pm Monday to Friday)***

1. WCC immediately dispatches a Day Porter Custodian, Custodial Manager, or Unit 6 staff to confirm elevator status.
2. Upon confirmation of an unplanned outage, WCC notifies AMTECH of the outage and the responding PPM staff places Out-of-Order placards on the elevator at all floors/stops.
3. WCC notifies the building contacts via Email using *Email Template #1* and the Engineering Services Building Contacts List.
4. Within two hours of the initial PPM contact of AMTECH, if AMTECH has not communicated and status regarding the just-reported issue, WCC contacts AMTECH and requests a status update on the estimated repair timeframe.
5. If AMTECH estimates that the repair timeframe is likely to extend into the following business day, WCC notifies the building contacts via Email using *Email Template #2* and the Engineering Services Building Contacts List prior to the COB that same day or at the beginning of business the next day with the expected time frame for the return to service.
6. For outages lasting or anticipated to last more than two business days, Engineering Services follows up with AMTECH on the expected repair timeframe and prompts WCC to notify the building contacts via Email using *Email Template #2* and the Engineering Services Building Contacts List.
7. AMTECH removes Out-of-Order placards once the elevator is returned to service.
8. AMTECH notified WCC that the elevator has been returned to service and all placards have been removed and stowed.

#### ***After Hours and Weekends***

1. The on-shift BSE investigates any reported outage to assess elevator occupied/unoccupied status. If the elevator is occupied and/or there are significant service/accessibility needs outside of regular business hours, the BSE follows normal management reporting guidelines and contacts AMTECH as necessary or instructed.

2. If the elevator repair cannot be completed before the next business day, the BSE notifies WCC via a MetaBIM Work Order and the **“During Regular Business Hours”** protocol outlined above is activated by WCC on the next business day.

II. Planned Service Activity *During Regular Business Hours*

Requiring a single elevator unit outage for buildings with multiple elevator units where one unit will continue to remain in service:

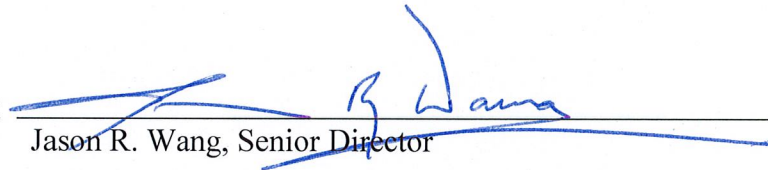
1. AMTECH notifies WCC of the date and time frame of the planned maintenance activity the day prior to the activity.
2. Prior to removing the elevator from service AMTECH posts the designed Out-Of-Service placard at each floor/elevator stop on the elevator CAB door to be taken out of service.
3. WCC posts notice inside the WCC area and fields calls as normal.

Requiring a single elevator unit outage for buildings with a single elevator unit or in buildings with multiple elevator units where no units will remain in service:

1. AMTECH notifies WCC of the date and time frame of the planned maintenance activity one week prior to the day of the activity.
2. WCC notifies the building contacts via Email using *Email Template #3* and the Engineering Services Building Contacts List.
3. WCC posts notice inside the WCC area and fields calls as normal.
4. During the outage, AMTECH places an Out-of-Order placard on the elevator at all floors/stops. AMTECH removes placards once the elevator is returned to service.

**REFERENCES**

**APPROVED**

  
Jason R. Wang, Senior Director

08-15-23

Date

**APPENDIX**

**APPENDIX**

**Email Template #1**

PPM has received a report that an elevator in [INSERT BUILDING NAME] is not functional. Elevator support contractor AMTECH is aware of the problem and coordinating repairs as soon as reasonably possible. PPM thanks you for your patience as we work to correct the issue. Please call X2222 should you have any questions.

**Email Template #2**

The elevator in [INSERT BUILDING NAME] that was earlier reported as not functional is still out of service. Elevator support contractor AMTECH is aware of the problem and coordinating repairs as soon as reasonably possible. At this time the estimate for completion of repairs is

[Unknown OR (insert estimate)]. PPM thanks you for your patience as we work to correct the issue. Please call X2222 should you have any questions.

**Email Template #3**

PPM elevator contractor AMTECH is planning to conduct routine elevator maintenance in [INSERT BUILDING NAME] on [Day, Date, and From/To Time]. PPM thanks you for your patience while the elevator is out of service. Please call X2222 should you have any questions.